



NEXTGEN
HEALTHCARE INFORMATION SYSTEMS



NextGen

Healthcare Information Systems saves more than 500 hours a year with CRD automated reporting

Using powerful software to create savings and improve business operations is part of the DNA at NextGen Healthcare Information Systems. The healthcare software company offers an integrated line of software products to help physician groups, hospitals and other healthcare providers optimize their revenue, provide high-level patient care and manage their information. So when the time came to improve its own operations by choosing a reporting automation solution, this technology-savvy company knew exactly what to look for.

Diagnosing the Situation

The first step in implementing reporting automation was a diagnosis of the situation by NextGen System Support Administrator Monica Pepe. In early 2008, the company was using Crystal Reports for all its reporting, and Pepe realized it was becoming a drain on productivity.

“Everyone was running their own reports whenever they wanted or needed one,” says Pepe. “Some of the reports were pretty heavy-duty, and in our department alone it was taking two hours every day.”



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Pepe realized that reporting automation could generate these reports automatically on a set schedule, eliminate report troubleshooting requests coming in to her staff and complete reporting outside of business hours.



Selecting the Treatment

Through internet research, Pepe tracked down a number of reporting automation solutions. "I found five different products and priced each of them out," says Pepe. "Next, I outlined the need for this type of solution to management and gave my recommendation."

The reporting automation solution she recommended was CRD Crystal Reports Scheduler by ChristianSteven Software. Right off the bat, Pepe was impressed with the product's trial version. "With the trial version I began migrating our reports and did a few tasks," says Pepe. "I had a couple of other product trials and they weren't intuitive enough, they seemed much more cumbersome to use."

She also appreciated the software's affordability and flexible pricing options. "ChristianSteven offered à la carte pricing options," says Pepe. "The other products were going to cost a set price whether we used all the features or not. With CRD we could pay just for the features we were going to use, and we always had the ability to add more options in the future."

Implementing the Cure

The decision to purchase CRD was green-lighted in 2008, and since then the reporting automation solution has been helping NextGen achieve its business goals. The company runs 21 reports on a daily basis and seven more reports each month. The reports are distributed

to upper management and support company decision-making and customer support efforts.

"We can analyze the type of support issues customers have been calling us with over the past several months and use that information to make improvements to our products," says Pepe.

Reports are also used by customer service managers to ensure customer calls are followed up on quickly and appropriately, helping to improve service for NextGen clients.

Reporting automation has allowed the software company to expand reporting beyond its original parameters. For example, the NextGen Knowledge Management Team is in charge of writing informational articles for the company's website. This group now receives automated reports detailing recent customer service questions, which serve as a basis for new articles.

The NextGen accounting department now relies on automated reports as well. "The accounting department issues invoices based on when we reach implementation milestones for each project," says Pepe. "With CRD we're able to provide them with a report on when those milestones have been reached, allowing them to streamline the billing process."



A Clean Bill of Health

By automating its reports with CRD, NextGen has generated time and cost savings. The two hours employees used to spend generating reports each day are a thing of the past. This saves 520 hours each year – more than 1,000 hours in total since implementing CRD. Pepe estimates this time saving has created more than \$11,000 in savings to date, and expects it will generate an additional \$5,500 in savings each year.

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*Monica Pepe, System Support Administrator,
NextGen Healthcare Information Systems*

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With this type of savings, NextGen achieved a return on its CRD investment in less than three months – making the decision to purchase the ChristianSteven Software product a rewarding one. For this healthcare software company, it seems CRD reporting automation was just what the doctor ordered.

Benefits

- Employee productivity increased by two hours a day and 520 hours a year.
- Return on investment achieved in less than three months.
- Cost savings of \$5,500 each year.
- High-level analysis of customer service calls facilitates continuous improvement of software product offerings.
- Customer service ticket tracking creates a responsive customer service system.



CRD for Crystal Reports, part of the powerful range of business automation software, alongside SQL-RD for Microsoft® SQL Server and MARS for Microsoft® Access.

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